

SUCCESS STORY | BPO

A leading Florida-based BPO redefines Workforce Management with Verint

A simpler and efficient way to manage the workforce on the go!



About the client

The client is a leading Florida-based BPO with an impressive portfolio of clients, including Fortune 500 companies, spanning various industries, government agencies, and public sector clients. It specializes in managing inbound and outbound multi-channel sales and services for clients.

Requirement

The workforce management of the client was a big challenge since it was using spreadsheets for weekly agent schedules and different online tools for leave management, eLearning, and performance management of the contact center agents. The client was looking for

a cloud-based workforce management platform (WFM) that supports multiple contact center ACDs (including Genesys, Asterik, and Five9) with 1000+ users. It also required Desktop and Process Analytics (DPA) to ensure process adherence and improve productivity.

Solution

As a Verint Cloud Partner, Servion implemented the Verint Cloud Solutions (VCS) with the highest customer satisfaction ratings in the industry. This cloud-based solution included:

- Workforce Management (WFM)
- Performance Manager (PM)

- Desktop Process Analytics (DPA).

Servion kicked off the implementation with application design and consulting. A business onboarding process followed it, consisting of ACD platform integration, WFM-Multichannel Queue mapping (email, chat, and voice), WFM-Forecasting and scheduling, WFM-Monitoring management, DPA-Application process creation and rule creations, PM-scorecard, and finally, end-user and administration training.

Business outcome

Servion's new, full-featured cloud deployment completely transformed how the client managed its workforce and CX.

- Using Scheduler, the client eliminated a huge amount of manual work of creating schedules in excel sheets every week for more than 2000 agents from different business units. It comes with a facility to check their future schedule, create time-off requests, check time off the calendar, and monitor their performance.
- The Forecast queue analytics module made it easy to track the current performance of Genesys Inbound and Outbound queues against forecast and defined service goals. It enabled the client to view live data

from Genesys and review past performance, and compare actual trends with the forecast data.

- The WFO Adherence module that can closely track agent utilization and productivity further improved how they matched the scheduled activities of employees with the actual or real-time activities. Supervisors and administrators can now monitor agents' work patterns using the DPA tool, ensuring compliance.
- Supervisors can now easily manage employee time off, schedule shifts, swapping requests within the Verint WFO application, as per the company policies. The Time Summary Report calculates the paid hours of the agents based on the real-time activity captured via the Adherence module.
- The performance management can automatically calculate the customized KPI's for agents and supervisors and provide the overall organization performance. The eLearning and coaching facility can easily facilitate the training of the agents/supervisors to improve their performance with external course materials uploaded in Verint.
- Better TCO and operational efficiency by having a Cloud-based platform

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